

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2178
Serial No. : 10/723,742 Examiner : Gregory J. Vaughn
Filed : November 26, 2003 Conf. No. : 9947
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF MAY 16, 2007

Please amend the above-identified application as follows:

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date: May 24, 2007